

# TENNESSEE REGULATORY AUTHORITY



**Eddie Roberson**, Chairman  
**Pat Miller**, Director  
**Sara Kyle**, Director  
**Ron Jones**, Director

460 James Robertson Parkway  
Nashville, Tennessee 37243-0505

## **Tennessee Regulatory Authority FCC Summary Log For Tennessee Relay Service June 1, 2004 to May 31, 2005**

**The Tennessee Regulatory Authority received three (3) consumer complaints during the period of June 1, 2004 to May 31, 2005.**

June '04	July '04	Aug '04	Sept '04	Oct '04	Nov '04	Dec '04	Jan '05	Feb '05	Mar '05	Apr '05	May '05
0	1	0	0	0	0	0	0	0	2	0	0

**Tennessee Regulatory Authority**  
**Tennessee Relay Services Complaint Log Summary**  
**June 1, 2004 to May 31, 2005**

<b>TRA Complaint #</b>	<b>Date Opened</b>	<b>Description of Issue</b>	<b>Description of Resolution</b>	<b>Date Closed</b>
04-1672	7-23-04	Complaint of Blana Millsap- 423-877-5307 Customer was having trouble using Tennessee Relay. She was experiencing garble and other call interruptions when placing and receiving telephone calls.	<p><b>Preliminary Response from MCI representative:</b>  Prior to contacting Mrs. Milsap, we verified that her number is profiled as VCO. On 6/17/2004 after troubleshooting a garble report and finding out that her TTY machine was 18 years old, she was provided with the TDAP phone number to get the equipment replaced.</p> <p>Mr. Milsap was contacted by the TN Relay Customer Service Department on Wednesday 7/28; we found out that she has experienced problems when trying to connect to the service as well as when receiving phone calls.</p> <p>We performed basic troubleshooting to find out the processes used when placing and receiving calls. Suggestions were provided, test calls were placed and the results were successful.</p> <p>We will continue to contact Mrs. Milsap to ensure that she does experience difficulties when placing or receiving calls. Additionally, a step by step process document will be sent to her for her to use as a reference.</p> <p><b>Final MCI Relay Response:</b>  The Tennessee Regulatory Authority corrected information that was incorrect with MCI. The customers equipment was not 18 years old, it was merely 5 years old. The customer was contacted for one follow up and the service was working for her.</p>	8-23-04

**Tennessee Regulatory Authority**  
**Tennessee Relay Services Complaint Log Summary**  
**June 1, 2004 to May 31, 2005**

05-0331	3-3-05	<p>Complaint of Blana Millsap- 423-877-5307</p> <p>The calls the customer is making are not connecting to the called party and the calls she is receiving are not connecting. Also, the customer is being told that she would be disconnected if she talked too loud.</p>	<p><b>Preliminary Response from MCI representative:</b>  MCI made test calls to Ms Millsap and ran tests on her line. It was concluded that Ms Millsap is receiving telemarketing telephone calls that are not through relay.</p> <p><b>Final MCI Relay Response:</b>  MCI has provided Ms Millsap with information on voice controls for her telephone as well as being added to the Do Not Call List for Tennessee.</p>	3-28-05
05-0438	3-28-05	<p>Complaint of Ralph Drumwright- 865-982-7665</p> <p>The Drumwrights were having problems with their cellular service working properly with Tennessee Relay. The Drumwrights were attempting to use their cell phone with a tty to make cellular telephone calls as well as using their cellular service to make long distance calls through Tennessee Relay.</p>	<p><b>Preliminary Response from MCI representative:</b>  The customer is using Cingular Wireless. Tennessee Relay and MCI Relay do not have billing agreements to accept long distance calls through the Relay Service.</p> <p><b>Final MCI Relay Response:</b>  MCI has attempted to make an agreement with Cingular without success. The customer terminated service with Cingular.</p>	4-26-05



**FCC Summary Log  
For  
Tennessee Relay Service  
June 1, 2004 to May 31, 2005**

**Number of Complaints received from June 1, 2004 to May 31, 2005**

June '04	July '04	Aug '04	Sept '04	Oct '04	Nov '04	Dec '04	Jan '05	Feb '05	Mar '05	Apr '05	May '05
3	3	5	4	3	1	2	3	6	7	6	1

**The total Number of Complaints for this reporting period was 44. Complaints are followed up and resolved in a timely manner.**

**FCC CUSTOMER SERVICE SUMMARY LOG  
TENNESSEE RELAY SERVICE  
June 2004**

Log #	Date	Description of Issue	Description of Resolution	Date
274738	6/16/2004	Operator did not respond to customer and hung up	CA coached	6/16/2004
275371	6/25/2004	Getting relay calls without responses after greeting is received	CA coached	7/29/2004
273691	6/1/2004	Caller experiencing problems calling to TTY user using TN Relay and a pre paid calling card	CSP performed a test call and received a recording indicating that there was a problem with the card and to contact the cards customer service. Customer thanked CSP and hung up	6/1/2004

**FCC CUSTOMER SERVICE SUMMARY LOG  
TENNESSEE RELAY SERVICE  
July 2004**

<b>Log #</b>	<b>Date</b>	<b>Description of Issue</b>	<b>Description of Resolution</b>	<b>Date</b>
276235	7/7/2004	CA hung up on customer	CA coached	7/15/2004
277715	7/28/2004	RO took control of the call	CA coached	8/9/2004
277794	7/29/2004	Call not billed to requested IXC; customer will send copy of statement for credit	IXC issue resolved; customer did not send statement	10/29/2004

**FCC CUSTOMER SERVICE SUMMARY LOG  
TENNESSEE RELAY SERVICE  
August 2004**

Log #	Date	Description of Issue	Description of Resolution	Date
278836	8/15/2004	CA frequently interrupting to pace the call	CA coached	8/21/2004
279367	8/23/2004	CA dialed the wrong area code	CA coached	8/31/2004
279632	8/26/2004	Caller stating CA s are not following instructions	CA coached	8/26/2004
279633	8/26/2004	Caller stating CA s are not following instructions	CA coached	8/26/2004
279695	8/27/2004	Call not billed to the correct carrier	Customer profile established for IXC; charges credited	3/16/2005

**FCC CUSTOMER SERVICE SUMMARY LOG  
TENNESSEE RELAY SERVICE  
September 2004**

Log #	Date	Description of Issue	Description of Resolution	Date
280079	9/2/2004	Call not billed to correct IXC	Customer profile established for IXC; charges credited	1/11/2005
280751	9/14/2004	CA did not follow profile	CA coached	10/1/2004
281640	9/28/2004	CA did not follow profile for preferred long distance carrier	CA coached	10/1/2004
281772	9/30/2004	CA rude and not transparent in that they were carrying on a conversation with TERM	CA coached	10/1/2004



**FCC CUSTOMER SERVICE SUMMARY LOG  
TENNESSEE RELAY SERVICE  
October 2004**

<b>Log #</b>	<b>Date</b>	<b>Description of Issue</b>	<b>Description of Resolution</b>	<b>Date</b>
281965	10/3/2004	Unable to reach Relay when dialing 711	CSP referred customer to their telephone provider to configure 711 with the TN Relay Service translation number	10/6/2004
282055	10/4/2004	CA did not follow VCO profile	CA coached	10/6/2004
283591	10/26/2004	Unable to reach Relay when dialing 711	CSP referred customer to their telephone provider to configure 711 with the TN Relay Service translation number	10/26/2004

**FCC CUSTOMER SERVICE SUMMARY LOG  
TENNESSEE RELAY SERVICE  
November 2004**

<b>Log #</b>	<b>Date</b>	<b>Description of Issue</b>	<b>Description of Resolution</b>	<b>Date</b>
284450	11/8/2004	CA unable to retrieve caller's voicemail	CA coached	12/3/2004

**FCC CUSTOMER SERVICE SUMMARY LOG**  
**TENNESSEE RELAY SERVICE**  
**December 2004**

Log #	Date	Description of Issue	Description of Resolution	Date
286387	12/1/2004	CA did not accurately relay phone number from Voicemail	CA Coached	12/31/2004
287751	12/17/2004	CA did not follow profile	CA Coached	12/20/2004

**FCC CUSTOMER SERVICE SUMMARY LOG  
TENNESSEE RELAY SERVICE  
January 2005**

Log #	Date	Description of Issue	Description of Resolution	Date
289027	1/5/2005	Unable to connect to an International ANI using TNRS	International ANI not a valid number	1/5/2005
291362	1/31/2005	Unable to reach Relay when dialing 711	CSP referred customer to their telephone provider to configure 711 with the TN Relay Service translation number	1/31/2005
291486	1/31/2005	TNRS ring, no answer	Temporarily high call volume	1/31/2005

**FCC CUSTOMER SERVICE SUMMARY LOG  
TENNESSEE RELAY SERVICE  
February 2005**

<b>Log #</b>	<b>Date</b>	<b>Description of Issue</b>	<b>Description of Resolution</b>	<b>Date</b>
292204	2/7/2005	CA misdialed TERM number	CA coached	2/21/2005
292700	2/10/2005	CA did not follow instructions on IVRU call	CA coached	2/21/2005
293852	2/20/2005	CA inappropriately transferred caller to Customer Service	Unable to identify CA	2/20/2005
294630	2/26/2005	CA inappropriately transferred caller to Customer Service	CA coached	2/28/2005
294654	2/27/2005	CA did not relay all comments to the hearing person	CA coached	2/28/2005
294694	2/27/2005	CA took inappropriate control of call	CA coached	2/28/2005

**FCC CUSTOMER SERVICE SUMMARY LOG  
TENNESSEE RELAY SERVICE  
March 2005**

Log #	Date	Description of Issue	Description of Resolution	Date
295390	3/4/2005	CA not familiar with retrieving voice mail	CA coached	3/18/2005
295558	3/7/2005	CA inattentive; did not respond	CA coached	3/21/2005
295574	3/7/2005	CA inattentive; didn't keep cust informed	CA coached	4/4/2005
296107	3/11/2005	CA hung up	CA coached	4/4/2005
296571	3/15/2005	CA hung up	CA coached	4/4/2005
296932	3/18/2005	CA misdialed TERM number	CA coached	3/18/2005
298155	3/31/2005	CA relieved prior to 15 minutes	CA coached	3/31/2005

**FCC CUSTOMER SERVICE SUMMARY LOG**  
**TENNESSEE RELAY SERVICE**  
**April 2005**

Log #	Date	Description of Issue	Description of Resolution	Date
298822	4/6/2005	TNRS unable to dial to TERM number	Placed test calls; unable to duplicate; notified customer	5/4/2005
299626	4/13/2005	TNRS ring, no answer	Temporarily high call volume during time period	4/13/2005
300299	4/20/2005	CA hung up on caller	CA coached	4/28/2005
300654	4/22/2005	CA typed poorly	CA coached	5/10/2005
300673	4/23/2005	CA typed poorly	CA coached	5/2/2005
301376	4/29/2005	CA was not transparent	CA coached	5/10/2005

**FCC CUSTOMER SERVICE SUMMARY LOG  
TENNESSEE RELAY SERVICE  
May 2005**

Log #	Date	Description of Issue	Description of Resolution	Date
302166	5/6/2005	CA hung up on caller	CA coached	5/21/2005



# TENNESSEE REGULATORY AUTHORITY



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460 James Robertson Parkway  
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## **Tennessee Regulatory Authority FCC Summary Log For Tennessee Relay Service June 1, 2005 to May 31, 2006**

**The Tennessee Regulatory Authority received one (1) consumer complaint during the period of June 1, 2005 to May 31, 2006.**

June '05	July '05	Aug '05	Sept '05	Oct '05	Nov '05	Dec '05	Jan '06	Feb '06	Mar '06	Apr '06	May '06
0	0	1	0	0	0	0	0	0	0	0	0

**Tennessee Regulatory Authority**  
**Tennessee Relay Services Complaint Log Summary**  
**June 1, 2005 to May 31, 2006**

TRA Complaint #	Date Opened	Description of Issue	Description of Resolution	Date Closed
05-1056	8-30-05	Complaint of Lynn Haber pf 615-291-3186. Customer was having trouble using Voice Carry Over (VCO) Tennessee Relay. She was experiencing garble and other call interruptions when placing and receiving telephone calls.	<p><b>Preliminary Response from MCI representative:</b>  The customer has experienced problems with VCO Relay since the year 2000. She uses VCO for work and has had consistent interruptions and disconnects. An MCI technician processed test calls over a period of weeks and found no problem. The Tennessee Regulatory Authority processed some test calls through MCI VCO Relay and found no problems.</p> <p><b>Final MCI Relay Response:</b>  The consumer requested that this case be closed and that a note be made for the next RFP period that MCI VCO system is not working for her.</p>	12-13-05



**FCC Summary Log  
for  
Tennessee Relay Service and TNRS STS  
June 1, 2005 to May 31, 2006**

**Number of Complaints received from June 1, 2005 to May 31, 2006**

June '05	July '05	Aug '05	Sept '05	Oct '05	Nov '05	Dec '05	Jan '06	Feb '06	Mar '06	Apr '06	May '06
7	5	3	1	1	1	5	3	4	2	4	2

**The total Number of Complaints for this reporting period was 38. Complaints are followed up and resolved in a timely manner.**

**FCC CUSTOMER SERVICE SUMMARY LOG  
TENNESSEE RELAY SERVICE  
June 2005**

<b>Log #</b>	<b>Opened</b>	<b>Description of Issue</b>	<b>Description of Resolution</b>	<b>Closed</b>
305743	6/7/05	Unable to complete long distance calls	Temporary technical issue; resolved	6/9/05
305901	6/8/05	Unable to complete long distance calls	Temporary technical issue; resolved	6/9/05
305909	6/8/05	Unable to complete long distance calls	Temporary technical issue; resolved	6/8/05
305989	6/8/05	CA hung up on caller	Supervisor coached CA on call handling procedures	6/21/05
306010	6/9/05	Unable to complete long distance calls	Temporary technical issue; resolved	6/16/05
307614	6/22/05	CA did not follow instructions	Supervisor coached CA on following callers' instructions	7/14/05
308219	6/27/05	TNRS ring, no answer	Temporarily high call volume	6/27/05

**FCC CUSTOMER SERVICE SUMMARY LOG  
TENNESSEE RELAY SERVICE  
July 2005**

Log #	Opened	Description of Issue	Description of Resolution	Closed
308851	7/2/05	CA hung up on caller	Supervisor coached CA	7/2/05
309508	7/8/05	CA did not follow instructions	Supervisor coached CA	8/30/05
310161	7/14/05	Fast-busy at TERM via TNRS	Temporary technical issue; resolved	7/15/05
310198	7/14/05	CA did not follow instructions	Supervisor coached CA	8/30/05
310220	7/14/05	Fast-busy at TERM via TNRS	Temporary technical issue; resolved	7/16/05

**FCC CUSTOMER SERVICE SUMMARY LOG  
TENNESSEE RELAY SERVICE  
August 2005**

<b>Log #</b>	<b>Opened</b>	<b>Description of Issue</b>	<b>Description of Resolution</b>	<b>Closed</b>
312623	8/3/05	Unable to reach TNRS via 711	Provided TNRS Voice number	8/3/05
313005	8/5/05	Unable to reach TNRS via 711	Provided TNRS TTY number	8/5/05
313580	8/10/05	CA did not have good voice quality	Supervisor coached CA	8/30/05

**FCC CUSTOMER SERVICE SUMMARY LOG  
TENNESSEE RELAY SERVICE  
September 2005**

Log #	Opened	Description of Issue	Description of Resolution	Closed
319340	9/27/05	CA did not keep caller informed of call status	Supervisor coached CA	10/4/05

**FCC CUSTOMER SERVICE SUMMARY LOG  
TENNESSEE RELAY SERVICE  
October 2005**

Log #	Opened	Description of Issue	Description of Resolution	Closed
322158	10/20/05	Caller reported being charged by incorrect IXC	CSP contacted billing IXC and requested a credit	10/20/05



**FCC CUSTOMER SERVICE SUMMARY LOG  
TENNESSEE RELAY SERVICE  
November 2005**

Log #	Opened	Description of Issue	Description of Resolution	Closed
326804	11/29/05	CA did not allow caller to add comments while on hold	CA coached on appropriate interaction with callers	12/2/05

**FCC CUSTOMER SERVICE SUMMARY LOG  
TENNESSEE RELAY SERVICE  
December 2005**

Log #	Opened	Description of Issue	Description of Resolution	Closed
327617	12/5/05	TNRS ring, no answer	Temporarily high call volume	12/5/05
328015	12/8/05	Unable to place a local call via TNRS	Unable to duplicate; subsequent calls were processed	12/8/05
328562	12/12/05	TNRS ring, no answer	Temporarily high call volume	12/12/05
330062	12/23/05	TNRS ring, no answer	Temporarily high call volume	12/23/05
330586	12/28/05	TNRS ring, no answer	Temporarily high call volume	12/28/05

**FCC CUSTOMER SERVICE SUMMARY LOG  
TENNESSEE RELAY SERVICE  
January 2006**

<b>Log #</b>	<b>Opened</b>	<b>Description of Issue</b>	<b>Description of Resolution</b>	<b>Closed</b>
330995	1/1/06	CA did not follow VCO profile	Supervisor coached CA on VCO call handling	1/17/06
333085	1/18/06	Unable to use specific IXC	Invitation extended to IXC to be added to CoC list	1/25/06
334602	1/31/06	CA did not have good voice clarity	Supervisor coached CA	2/9/06

**FCC CUSTOMER SERVICE SUMMARY LOG  
TENNESSEE RELAY SERVICE  
February 2006**

Log #	Opened	Description of Issue	Description of Resolution	Closed
335424	2/7/2006	Unable to reach TNRS via 711 from a cellular phone	CSP provided TNRS toll-free access number	2/7/2006
335749	2/9/2006	CA was inattentive while handling a call	Supervisor coached CA on VCO<>HCO call handling	2/14/2006
336930	2/19/2006	Unable to reach TNRS via 711 from home TTY	CSP provided TNRS toll-free access number	2/19/2006
337860	2/27/2006	Caller reported being charged by incorrect IXC	CSP contacted billing IXC and requested a credit	2/28/2006

**FCC CUSTOMER SERVICE SUMMARY LOG  
TENNESSEE RELAY SERVICE  
March 2006**

Log #	Opened	Description of Issue	Description of Resolution	Closed
338188	3/1/06	TNRS ring, no answer	Temporarily high call volume	3/1/06
338553	3/4/06	Unable to reach TNRS using 711	Bell South was contacted and resolved the issue	3/4/06

**FCC CUSTOMER SERVICE SUMMARY LOG  
TENNESSEE RELAY SERVICE  
April 2006**

<b>Log #</b>	<b>Opened</b>	<b>Description of Issue</b>	<b>Description of Resolution</b>	<b>Closed</b>
342585	4/7/06	CA did not relay IVRU options verbatim	Supervisor coached CA	4/14/06
343111	4/12/06	Caller's IXC not available for long distance calls	Unable to duplicate; possible temporary technical issue	5/1/06
343807	4/19/06	TNRS ring, no answer	Unable to duplicate; test calls were answered immediately	4/19/06
344028	4/21/06	CA transferred call inappropriately	Supervisor coached CA	4/23/06

**FCC CUSTOMER SERVICE SUMMARY LOG  
TENNESSEE RELAY SERVICE  
May 2006**

Log #	Opened	Description of Issue	Description of Resolution	Closed
345351	5/4/06	Caller reported that CA hung up on a call	Caller declined to provide information to identify CA	5/4/06
347790	5/30/06	CA repeatedly asked Voice caller to repeat	Supervisor coached CA on appropriate pacing skills	5/30/06

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460 James Robertson Parkway  
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## **Sprint Tennessee CapTel FCC Summary Log June 1, 2005 to May 31, 2006**

**The Tennessee CapTel Service received four (4) consumer complaints during the period of June 1, 2005 to May 31, 2006.**

June '05	July '05	Aug '05	Sept '05	Oct '05	Nov '05	Dec '05	Jan '06	Feb '06	Mar '06	Apr '06	May '06
0	0	0	0	0	1	0	0	2	0	1	0



**Tennessee CapTel Complaint Log for 2005-2006**  
**4 Complaints were filed**

Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
02/07/06	Disconnect/Reconnect during calls	02/07/06	Disconnect/Reconnect: Apologized for incidence and sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to red
02/17/06	Echo Sounds - CapTel user hears	02/21/06	Provided customer with troubleshooting suggestions to minimize echo on CapTel phone. This resolved problem.
04/20/06	Service - General	04/24/06	Inbound call technical problem reported at 11:32am on 4/20/06. The problem was resolved at 1:52pm by CapTel technical support.
11/22/05	Disconnect/Reconnect during calls	11/23/05	Apologized for incidence and provided customer with information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and offered tips to reduce their occurrence.

**Tennessee Regulatory Authority  
FCC Summary Log  
For  
Tennessee Relay Service  
June 1, 2006 to May 31, 2007**

**The Tennessee Regulatory Authority received zero (0) consumer complaints during the period of June 1, 2006 to May 31, 2007.**

[illegible]



**FCC Summary Log  
for  
Tennessee Relay Service and TNRS STS  
June 1, 2006 to May 31, 2007**

**Number of Complaints received from June 1, 2006 to May 31, 2007**

June '06	July '06	Aug '06	Sept '06	Oct '06	Nov '06	Dec '06	Jan '07	Feb '07	Mar '07	Apr '07	May '07
5	3	2	1	1	1	2	1	1	4	2	0

**The total Number of Complaints for this reporting period was 23. Complaints are followed up and resolved in a timely manner.**

### Tennessee Relay Service

Log #	Opened	Description of Issue	Description of Resolution	Closed
348031	6/1/06	TNRS ring, no answer	Temporarily high call volume	6/1/06
348106	6/2/06	TNRS ring, no answer	Temporarily high call volume	6/2/06
349552	6/16/06	Unable to reach TNRS	CAs available; referred to TDAP for possible equipment issue	6/16/06
350171	6/22/06	Unable to reach TNRS	CAs available; referred to TDAP for possible equipment issue	6/22/06
350479	6/26/06	CA did not follow specific call-handling instructions	Supervisor coached CA	6/29/06
352541	7/15/06	General complaint that CAs can not understand caller	Unable to identify specific CA(s); Filled out trouble report	7/15/06
352598	7/16/06	CA did not handle a call to an answering machine effectively	Supervisor reviewed reference manual with CA	7/21/06
352645	7/17/06	TNRS ring, no answer	Temporarily high call volume	7/17/06
355916	8/11/06	TNRS ring, no answer	Temporarily high call volume	8/11/06
357185	8/23/06	Relieving CA did not notify caller of change of operator	Supervisor coached CA on relief procedures	8/24/06
358118	9/1/06	CA was not familiar with 711 -> STS transfer process	CSP provided STS access nbr; CA coached on transfer	9/1/06
361638	10/5/06	Unable to reach TN Relay when dialing 711	CSP left follow-up msg with caller; call not returned	10/26/06
364642	11/5/06	CA did not follow answering machine procedure	Supervisor coached CA on answering machine procedure	11/7/06
367781	12/7/06	Caller stated their friend could not reach 711	CSP requested person to call into CS to troubleshoot	12/7/06
368329	12/12/06	CA did not type accurately	Supervisor coached CA on importance of accurate spelling	12/14/06
371203	1/12/07	RO did not follow instructions.	CA coached on importance of following instructions	1/23/07

374234	2/11/07	CA did not provide ID	VCO call was not set up efficiently; CA coached	2/14/2007
376487	3/6/07	CA did not remain on the line for subsequent calls	Supervisor coached CA	3/9/07
376696	3/8/07	CA did not follow specific call handling instructions	Supervisor coached CA	3/13/07
376878	3/10/07	Unable to connect to TNRS via 711 from home phone	CSP referred caller to his LEC for assistance	3/10/07
377380	3/16/07	CA did not follow specific call handling instructions	Supervisor coached CA	3/20/07
381065	4/19/07	CA disconnected caller	CA coached on proper disconnect procedures	4/21/07
381876	4/26/07	CA was not familiar with VCO => answering machine call handling	CA coached on VCO => answering machine call handling	4/27/07

**FCC Summary Log  
for  
Tennessee CapTel**

**June 1, 2006 to May 31, 2007**

**Number of Complaints received from June 1, 2006 to May 31, 2007**

June '06	July '06	Aug '06	Sept '06	Oct '06	Nov '06	Dec '06	Jan '07	Feb '07	Mar '07	Apr '07	May '07
0	0	1	0	0	0	0	0	0	3	0	0

**The total Number of Complaints for this reporting period was 4. Complaints are followed up and resolved in a timely manner.**

Complaint Tracking for TN/CapTel (06/01/2006-05/31/2007). Total Customer Contacts: 4

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
03/27/07	Disconnect/Reconnect during calls	03/27/07	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might occur and sent email with tips to reduce occurrence.
03/13/07	Disconnect/Reconnect during calls	03/13/07	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might occur and sent email with tips to reduce occurrence.
03/05/07	Service - General	03/05/07	Technical problem identified. Resolution provided by network vendor.
08/22/06	Disconnect/Reconnect during calls	08/23/06	Explained to customer the difference between a CapTel phone and a traditional phone and why disconnection/reconnection might occur. Offered tips to reduce occurrence.